



Chapter VIII

Development of an Information Kiosk for a Large Transport Company: Lessons Learned

Pieter Blignaut, University of the Free State, South Africa

Iann Cruywagen, Interstate Bus Lines (Pty) Ltd., Bloemfontein, South Africa

EXECUTIVE SUMMARY

An information kiosk system is a computer-based information system in a publicly accessible place. Such a system was developed for a large public transport company to provide African commuters with limited educational background with up-to-date information on schedules and ticket prices while also presenting general company information in a graphically attractive way. The challenges regarding liaison with passengers are highlighted and the use of a touchscreen kiosk to supplement current liaison media is justified. System architecture is motivated and special services offered by the system are discussed. Several lessons were learned regarding the implementation of such a system in general, as well as in this environment specifically. An online survey indicated that the system fulfils its role of providing useful information in an accessible medium to commuters in a reasonable time.

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